



# Choosing the Right EMR Partner

The Ultimate Checklist for evaluating  
Outpatient Rehab EMR and Billing Software





# Everything You Need in *One Intelligent Platform*

Most outpatient rehab clinic software was designed before the latest advances in AI, creating clunky workflows and charging for expensive add-ons. Stride changes the game with a fully integrated platform that simplifies your work, eliminates frustration, and helps your clinic thrive.

As you evaluate different systems, these checklists are designed to clarify how Stride is different, and identify the features of modern software that make running your practice easier, more efficient and affordable.



# Critical Features in a *Modern EMR Platform*

FEATURE	DESCRIPTION	STRIDE	VENDOR 1	VENDOR 2	VENDOR 3
All-in-One System	Is scheduling, documentation, billing, PRM, and compliance all natively integrated?	✓			
AI Built-in, Not Bolted On	Is AI core to workflow or just added on via third-party tools?	✓			
No Add-On Fees	Are key capabilities like reminders, faxing, clearinghouse, verification of benefits requests, review requests, and online scheduling included?	✓			
Ease of Use	Can therapists use the system productively with minimal or no training?	✓			
Speed of Documentation	Does the system minimize scrolling, clicking and typing for therapists?	✓			
Clean Claims Rate	Does the system provide tools to ensure clean claims on first submission?	✓			
Downtime & Reliability	Does the company have a record of 99.9%+ uptime and fast support resolution?	✓			
Onboarding Speed & Effort	Does the company support an easy transition and go live without any downtime?	✓			
Customer Support & Satisfaction	Is customer support responsive and proactive post-sale?	✓			
Product Innovation	Is the company actively investing in improving the product?	✓			



Features to

## *Attract More Patients*

AI-driven engagement tools optimize your online presence, ensuring you stand out and turn patient interest into booked appointments.

FEATURE	DESCRIPTION	STRIDE	VENDOR 1	VENDOR 2	VENDOR 3
Intelligent Waitlist & Online Scheduling	Proactively fills last-minute cancellations by automatically reaching out to the right patients. Keeps schedules full without staff manually managing lists or making follow-up calls. Reduces lost revenue from open appointment slots.	✓			
Built-in Online Scheduling	Patients can book directly from Google, your website, or marketing campaigns. Real-time availability syncs with Intelligent Waitlist. No patient account required for hassle-free booking.	✓			
Two-Way Patient Messaging	Enables secure patient communication to confirm appointments and ask questions. Reduces front desk call volume and keeps messages documented in Stride.	✓			
Automated Appointment Reminders	Reduces no-shows with SMS and email reminders based on patient preference. Included at no additional cost. Frees front desk from manual reminder calls.	✓			
Online Reputation & Review Management	Auto-generates review requests based on NPS feedback. Prompts satisfied patients to leave reviews on Google and other platforms. Improves online visibility using positive outcomes.	✓			
Automated Post-Visit Patient Outreach	Follows up after appointments to check progress and keep patients on track. Includes automated satisfaction surveys and targeted re-engagement campaigns.	✓			
Unified PRM Platform	Are intelligent waitlist, patient outreach, two way text messaging and reputation management included at no extra cost?	✓			



## Features to

## *Fill Your Schedule with Ease*

AI-powered tools automate online scheduling and waitlist management to ensure no appointment slots go unfilled.

FEATURE	DESCRIPTION	STRIDE	VENDOR 1	VENDOR 2	VENDOR 3
AI-Powered Scheduling & Intelligent Waitlist	Patients can book online without creating an account, reducing front desk call volume. AI automatically fills open slots from the waitlist to prevent lost revenue. Automated reminders reduce no-shows and cancellations.	✓			
Digital Intake & Insurance Verification	Patients complete forms digitally before appointments, eliminating manual entry. AI verifies benefits in real-time and extracts details from insurance cards, reducing errors and VOB time by 57%.	✓			
Patient Payment Collection	Securely stores payment methods for quicker check-ins. AI calculates patient balances and sends text-to-pay links. 90% of patient balances collected at check-in.	✓			
Integrated Faxing & Referral Management	Send and receive referrals, authorizations, and plans of care within Stride. AI extracts referral data and adds to patient record automatically—no separate software required.	✓			
Unified Front Office Workflow	Are scheduling, communication, payment processing, faxing, AI powered documentation on a single platform?	✓			
Automated Plan of Care Compliance Tracking	Monitors each patient's progress against their prescribed frequency of visits and plan of care timeline. Automates outreach to patients who are out of compliance with frequency to schedule visits.	✓			



Features to

## *Set Up Every Appointment for Success*

Digital patient intake captures key details, verifies benefits, and collects payments upfront, saving time and reducing errors.

FEATURE	DESCRIPTION	STRIDE	VENDOR 1	VENDOR 2	VENDOR 3
Digital Patient Intake	Captures demographics, insurance, subjective info, and required forms ahead of the visit. Verifies benefits and collects payments upfront, saving time and reducing errors.	✓			
Intelligent Waitlist	AI proactively fills last-minute cancellations. Ensures schedule is optimized and improves plan of care completion.	✓			
Automated Appointment Reminders	Customizable SMS/email reminders reduce no-shows and prep patients for visits. Frees staff from making reminder calls.	✓			
Automated Insurance Verification	AI automates insurance checks and reduces manual errors before the visit. Saves time and reduces claim denials from incorrect or missing information. No transaction fees.	✓			
Post-Visit Patient Outreach	Follows up with patients to keep them on track. Drives higher plan of care completion and improves patient outcomes.	✓			
Integrated Consent Forms	Patients can sign consent and intake forms digitally prior to their visit. Ensures compliance and readiness for care.	✓			



## Features to

## *Unburden Your Therapists*

Automated pre-filled notes and compliance checks reduce clicks, typing, and after-hours work for therapists.

FEATURE	DESCRIPTION	STRIDE	VENDOR 1	VENDOR 2	VENDOR 3
AI-Powered Documentation	Automates SOAP notes, medical necessity justifications, and compliance checks. Reduces documentation time by up to 60%, freeing 2 hours/day for therapists.	✓			
Digital Intake to Note Integration	Automatically pulls subjective data from patient intake into documentation. Eliminates need to retype patient history and conditions.	✓			
AI-Assisted Assessment & Goal Creation	Summarizes findings, functional deficits, and recommends treatment goals. Reduces typing, improves consistency, and meets payer justification needs.	✓			
Intuitive Digital Flowsheets	Streamlines exercise selection, patient history review, and time/unit tracking. Applies modifiers and payer rules in real time, easier than paper.	✓			
Tailored Documentation Templates	Specialty-specific (PT, OT, SLP) templates that adapt to user workflows. Includes reusable custom phrases, auto-populated notes, and daily progress entries.	✓			
Real-Time Compliance Checker	AI validates all required coding and documentation before note completion. Prevents denials, ensures payer compliance, and reduces audit risk by 35%.	✓			
Integrated Plan of Care Communication	Automatically sends and stores plans of care and physician communications. Eliminates scanning and manual attachment workflows.	✓			
Therapist-Centered Interface Design	AI surfaces only needed fields, eliminating excessive scrolling and clicking. Auto-fills data from patient charts and minimizes manual entry.	✓			



## Features to *Get Paid More, Faster*

AI applies payer rules, prevents denials, and automates claim submission, adjudication, and secondary billing..

FEATURE	DESCRIPTION	STRIDE	VENDOR 1	VENDOR 2	VENDOR 3
AI-Powered Claim Validation	Verifies patient data, applies payer rules, and checks for errors before submission. Reduces claim denials by up to 37% and ensures clean claims the first time.	✓			
Automated Payment Posting & Secondary Billing	Automatically posts ERAs and triggers secondary insurance and patient billing. Speeds up payments by 30% and eliminates manual tracking.	✓			
Claim Status Tracking & Resubmission Automation	Tracks claim status, alerts billers to issues, and automates resubmission workflows. Reduces manual billing time by 55% and accelerates cash flow.	✓			
Simplified Patient Payment Collection	Captures co-pays and deductibles automatically with stored payment methods. Sends reminders and payment links to reduce aging balances.	✓			
Real-Time Compliance Automation	Applies Medicare 8-minute rule, MPPR, and payer-specific rules. Validates treatment codes and documentation for audit-readiness.	✓			
Integrated Billing and Clearinghouse	Eliminates need for third-party clearinghouse. Stride includes direct submission, real-time payer rules, and reconciliation at no extra cost.	✓			
Intelligent Billing Dashboard	Real-time visibility into claims, denials, payments, and follow-ups. Helps billing staff prioritize tasks and resolve issues quickly.	✓			





Features to

## *Grow with Actionable Insights*

Real-time reporting and analytics to connect outcomes, staff performance, and financial growth.

FEATURE	DESCRIPTION	STRIDE	VENDOR 1	VENDOR 2	VENDOR 3
AI-Driven Performance Dashboards	Real-time dashboards track clinic performance, revenue trends, therapist productivity, and patient retention. Custom alerts highlight growth opportunities and compliance gaps.	✓			
Reputation & Marketing Automation	Boosts 5-star reviews, improves local search visibility, and re-engages past patients through PRM campaigns. Increases patient acquisition and referral traffic.	✓			
Integrated Fax & Documentation Automation	Automatically sends and receives plans of care, referrals, and authorizations. Eliminates manual faxing, improving compliance and communication efficiency.	✓			
Workload Automation Across Teams	Therapists reduce documentation time by 60%, front desk cuts call volume, and billing teams avoid rework. Clinics report 8+ hours/week saved and 15% increase in collections.	✓			
AI-Powered Claim & Revenue Optimization	Claim automation ensures proper coding, compliance, and faster payments. Automated collection of patient responsibility reduces outstanding balances.	✓			
Compliance Tracking and Alerts	Built-in reporting tools monitor compliance risks and automate regulatory tasks. Minimizes the chance of audits or violations.	✓			



## Features to *Create Raving Fans*

Track progress, enhance communication, and ensure care plan completion to boost loyalty and online reputation.

FEATURE	DESCRIPTION	STRIDE	VENDOR 1	VENDOR 2	VENDOR 3
Built-in Online Scheduling	Lets patients book from Google search results, website, or campaigns. Syncs with Intelligent Waitlist and requires no patient account for hassle-free booking..	✓			
Two-Way Patient Messaging	Secure, direct texting to confirm appointments and engage patients. Reduces front desk call volume and keeps communications documented.	✓			
Automated Appointment Reminders	Reduces no-shows using SMS/email based on patient preferences. Included at no cost and frees front desk from manual reminders.	✓			
Online Reputation & Review Management	Auto-generates review prompts from NPS feedback. Doubles 5-star Google reviews and boosts local search visibility.	✓			
Automated Post-Visit Patient Outreach	Checks patient progress post-visit, collects feedback, and re-engages inactive patients. Increases plan of care completion rates by up to 32%.	✓			
Unified PRM Platform	All PRM features built-in – no third-party tools needed. Streamlines communication, outreach, and reputation management.	✓			

## About Stride

Stride is a new generation of EMR - a single-system practice management platform built to meet the real-world needs of outpatient therapy clinics.

Stride delivers a truly complete solution—bringing together online practice marketing, fully digital workflows, and embedded AI that supports every stage of the patient and clinic lifecycle and powers the entire platform.

From automating clinical documentation to filling open appointments and streamlining day-to-day operations, Stride replaces outdated manual processes with intelligent automation that reduces administrative burden.

The result? Faster, more personalized care, fewer clicks for staff, and a system that enables growth without added complexity—delivering real ROI from day one.

**SCHEDULE A DEMO** today and see the impact Stride EMR can have on your practice, your staff, your patients and your bottom line.

[www.StrideEMR.ai](http://www.StrideEMR.ai)

